

June 2021

Gregory Distribution . North Park . North Tawton . Devon EX20 2EB

Gregory
Delivering winners



Hayton Coulthard
Delivering winners



ARRGRAIB
Delivering winners

POLLOCK
Delivering winners



EVERY LITTLE HELPS

GREGORY GROUP SECURES NEW TESCO CONTRACT

Following a competitive tender process managed by Stuart Shaw and Barry Farrelly of the Gregory Business Solutions team, the Group was successful in securing a number of new lanes delivering to Tesco stores in the Highlands of Scotland from the Livingston RDC.

Following a period of consultation with the incumbent hauliers, our Pollock business took over deliveries to Tesco in Tain near Inverness, seven days a week from mid April 2021, with Hayton Coulthard servicing deliveries to Tesco Oban twice per day, seven days a week from the beginning of May 2021.



SMOOTH EXPORT OPERATION PRAISED

The handling of dairy ingredients including powder and syrup from Gregory's Heathfield and North Tawton depots is undertaken on behalf of customers Saputo, Fonterra and Volac and these are exported worldwide.

However, before they can go anywhere, they require an Export Health Certificate which is issued after thorough checks by qualified inspectors – in this case by North Tawton based North Park Veterinary Group headed by Roger Cunningham and his team (Vanessa, Sophie and Victor).

The operation was initially very challenging due to post-Brexit regulations, with an enormous amount of paperwork and administration and drivers having to wait as much as three hours for their travel documents – not to mention organising trucks in the yard while they prepare to leave.

Contracts Supervisor at Heathfield, Sarah Cowan and her team rose to the challenge and were delighted to receive this email from Reece Pomana, Logistics Operations Manager at Fonterra.

"I just wanted to pass on our appreciation for your hard work. I've just received a call from Roger the vet who mentioned that he was at Heathfield and he was very impressed by the smooth operation.

"He mentioned that he wanted to give credit where credit is due and specifically called you out for your hard work. I want to personally thank you for this and we at Fonterra very much value all of your hard work and it gives me great comfort to have you look after our account."

Sarah said: "My move to Heathfield coincided with the start of a busy inbound/outbound period for Saputo and Fonterra and with the first European loads out of Heathfield.

"I couldn't have completed it all without the warehouse team here in Heathfield – Allen Green, Colin Harrison, Dean Hanson and Mark Lawrence –



Pictured: Allen Green, Dean Hanson, Sarah Cowan, Colin Harrison

who worked incredibly hard on this operation. Patience was definitely the key all round and they make a great team."

Darren Beaven, Gregory's Operations and Business Culture Director, added: "It's fantastic when you get such positive feedback from customers and this was high praise indeed. I'm not surprised as Sarah and the team at Heathfield are really proud of the site and the work they do for such a key customer."

LONG SERVICE AWARDS

The Gregory Group has announced the launch of a refreshed and updated Long Service Award scheme.

5 YEARS

25 YEARS

15 YEARS

Our Long Service Awards programme was introduced over five years ago because we recognised the loyalty and pride that comes from long service in our group. Following feedback from our employees the scheme has been enhanced, with the milestones now celebrated set at 5, 15 and 25 years.

All employees reaching a milestone will receive a certificate and badge. In addition:

- All employees who reach the 5 year milestone from 6 April 2021 will receive a **£50 gift voucher**
- A new milestone at 15 years will be introduced and the employee will be awarded an **extra day's holiday** to be used during the milestone year
- The 25 year milestone will continue to be recognised and will be celebrated with a **£250 gift voucher** and a small gift of appreciation.

The new scheme applies to all employees in all group companies: Gregory Distribution, Hayton Coulthard and now ARR Craib and Pollock.

HR Director Natasha Stansby said: "I am pleased to be able to add these improvements to our already well-established and popular benefit. I am humbled by the incredible long service that some of our people have achieved and I know it means we have the skills, knowledge and experience to grow and shape this business. I hope by creating an environment in which our people flourish, we can all work together to achieve our purpose."

Amongst the great people who have earned their 25 year award is Mark Godwin, Data Analyst from North Tawton who reached the impressive milestone of 25 years' service. Mark was our first full time IT employee and built our first business system, Gromit, which ran the whole business for a number of years – as well as the North Tawton bowls club fixture list at one point! Congratulations to Mark.



Avonmouth based Gregory driver Kevin Wilcox also achieved the 25 year landmark in 2020.

Kevin's manager, Steve Fox de Vere said: "Kevin takes enormous pride in his work and the heritage of the business." Well done Kevin.



2020		
Name	Position	Location
Glen Hall	Warehouse Operative	Ernesettle
Kevin Wilcox	LGV Driver	Avonmouth
Malcolm Rowe	Warehouse Operative	Bristol
Jeremy Brock	Transport Supervisor	Haverford West
Reuben Avery	LGV Driver	Cullompton Distribution Centre
Mark Godwin	IT Integration & Data Analyst	North Tawton Head Office
Robert Heath	Customer Relations Manager	Ernesettle
Mark Goodwin	LGV Driver	North Tawton Milk Depot
Stephen Bellamy	Workshop Assistant/Driver	Cullompton Workshop
2021		
Allan Evans	LGV Driver	Cullompton Exfarm
Andrew Moys	LGV Driver	Spar Transport
Robert Fish	Fleet Advisor	Cullompton
Paul Woods	Warehouse Administrator	Bristol

GREGORY BEATS BREXIT RED TAPE TO DELIVER MUSSELS TO THE NETHERLANDS



One of the first export operations to test post-Brexit protocols was for our customer Offshore Shellfish who tasked Gregory with getting a consignment of fresh mussels to their Netherlands based customer, Krijn Verwijns Yerseke BV.



Waiting for clearance



Loading the mussels into tanks

This was to be the first export of shellfish from Brixham in Devon and was always going to be challenging, not just because of the anticipated amount of paperwork and red tape, but because at this stage Border officials had absolutely no experience of dealing with an operation of this kind. In addition, being fresh mussels, time was of the essence.

Bristol based Regional Transport Manager Dean Turley accompanied by driver Lee Shapter was responsible for getting the truck into Europe. He takes up the story:

"Lee and I departed a very cold Cobham Services on the M25 at 01:00 heading for Ebbsfleet Inland Border Control to change our documents into a Transit form to enable us to exit the UK for the EU. Customs staff at Ebbsfleet were as nervous as we were due to it being the first export of Grade 'B' bivalve mollusc (mussels) from the UK.

"This resulted in a two hour delay before heading for the Eurotunnel at Folkestone where we boarded the train for the 45 minute crossing into France.

"Our arrival in France resulted in being directed to the French Border Force for an inspection of the paperwork. None of them knew what to do with a load of live mussels nor the accompanying paperwork, but they allowed us to depart Calais for

the veterinary inspection and customs clearance in Boulogne-sur-Mer.

"We arrived with great expectations of the adventure ahead only to find the paperwork was completely wrong, which resulted in a 29 hour delay, but numerous phone calls and Teams meetings enabled us to resolve the issues.

"Finally on Saturday afternoon at 13:30 the French agent presented our paperwork and we were off. The mussels which had been loaded 48 hours earlier arrived at the customer's premises and were duly offloaded and put into containers full of filtrated sea water, ready to go into production for their Premier Mussels brand."

Gregory had completed what many other hauliers had tried and failed – to deliver a load into mainland Europe at a time when all the paperwork processes were an unknown.

The success of this consignment can only be attributed to a fantastic team effort and the hard work of everyone involved on the 'Brexit' team. Special thanks must be extended to Liam Jordan-Martin, James Cassop, Roshan Karkhairan and Paul Willis who worked tirelessly with the Temperature Controlled operational team demonstrating how working as "one business" can really "deliver winners".

HEALTH+SAFETY MATTERS

Potential Hazard Reporting Day

The recent Potential Hazard Day was a success, resulting in 308 reports being submitted. This clearly demonstrates people's engagement and commitment to Health & Safety by helping to remove hazards from the business before they become an issue. You can continue to report hazards within the workplace via e-mail at potentialhazard@gregory.co.uk, telephone 0330 058 0269, text to 60777 or direct to your line manager.

Forklift Truck and Pedestrian Segregation

Sadly, being struck by a moving vehicle is one of the most common causes of workplace fatalities in our industry, second only to falling from height. Working on or around forklift trucks is something we do every day but the risks can sometimes be underestimated.

Our policy is that the recommended separation distance between FLTs and pedestrians is three metres but in operations where it has been agreed that this is not possible, you should remain in an agreed safe area away from an operating forklift truck or other moving vehicles to reduce the risk of being struck. This also applies when goods are being lifted up or down as a falling load also has the potential to kill.



PENSION GOVERNANCE COMMITTEE

The Pension Governance Committee met on 28th April 2021 when an update about investment performance was received from our pension provider, Scottish Widows.

The key messages were that fund values have positively rebounded in the last 12 months and that the default fund (which most of our employees are in) has been regularly reviewed to maximise its performance and ensure it continues to be fit for purpose.

Scottish Widows has continued making progress on their Environmental Social Governance (ESG) agenda having targeted a reduction of the carbon footprint of investments by 2050, aiming to halve it by 2030. They will actively seek to only invest in sustainable and ethical companies.

The next committee meeting is scheduled for October 2021.

SCOTTISH WIDOWS

INCREASED FUEL CAPACITY AT HCT ECCLEFECHAN

Following the submission of a successful business case by Billy Graham, Depot Manager at Hayton Coulthard Transport, a new fuel tank with capacity for up to 50,000 litres of derv was delivered to the Ecclefechan site in April.

Fabricated and commissioned by Merkland Tanks with a fully integrated Merridale fuel management system, the new tank will enable a full tanker of fuel to be delivered; this will reduce the fuel purchase price due to savings in the delivery cost for the fuel provider and cut wasted miles.

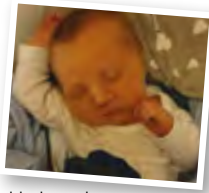
Billy Graham and Hazel Johnston at HCT Twynholm worked on the business case to demonstrate the savings available and Billy project-managed the operation from tank specification to fabrication of a larger reinforced concrete slab to accommodate the new tank.



Gregory People

Congratulations ...

... to Cullompton Warehouse Operator Jodie Rowlands and her partner Alex who welcomed a baby boy on 28th January 2021. Henry Elliot (right) was born weighing 7lb 12oz and is keeping his older siblings George and Matilda occupied during lockdown.



... to Plymouth based Administrator Danielle Booth and her partner Michael who welcomed a baby boy on 17th January 2021. Baby Michael (right) weighed in at 7lb 10oz.



... to Plymouth Driver John Horwill and his partner Natalie on the birth of their baby boy Rowan John born February 26th 2021.

A career landmark for head office based Accounts Assistant Erica Van Staden (right) who has completed her AAT Professional Diploma in Accounting – Level 4. Well done Erica.



HELPING HIGHLAND COMMUNITIES

Fareshare Grampian is a food initiative tackling poverty in the Scottish Highlands and Islands, distributing food to over 100 organisations in the North East of Scotland.

Fareshare contacted ARR Craib's Palletline Aberdeen team in January looking for support to move pallets of food from Aberdeen to Inverness for distribution to some of the most vulnerable people in their target communities. Palletline Aberdeen were delighted to help and have since delivered 54 pallets, equivalent to 64,825 meals.

Fareshare have been extremely grateful, stressing that we shouldn't underestimate the positive impact this has on the mental and physical wellbeing of communities in the Highlands and Islands.

Gregory Distribution would love to keep you updated with the latest news about our services and employees. However, if you would prefer not to hear from us, you can stop receiving Newsbrief at any time by contacting us on Enquiries@gregory.co.uk and please make sure to include your name. We will then remove your personal data from our database.

Please note we will not use your details for anything other than sending you newsletters.

BOB MOORE ~ 1956-2021

It is with great sadness that we report the loss of Bob Moore, a key member of the Palletline Team at Shepton Mallet for over 20 years. This unique character sadly passed away in February aged 64.

Bob began his career with Framptons in May 2001, achieving 20 years of service at Shepton Mallet. He started out as a parcel delivery driver before moving into the office and using his experience on the pallet network. Bob was a popular figure at social events and known to most at Shepton Mallet.

General Manager, Adam Woodliffe recalls Bob fondly. He said: "Each morning, we would see him arrive on his scooter, weaving into the yard ready for the day ahead, sporting the colours of the Villa. Bob's familiar salutation of 'greetings' in a distinctive Birmingham accent became his trademark internally, across Palletline and in his everyday life.

"An avid and borderline obsessive Aston Villa fan, he was a season ticket holder for the majority of his life, attending games across the country and running the 'Somerset Lions' – the Somerset Aston Villa supporters club. But the Villa couldn't fully satisfy his love of football, so he adopted a Dutch side AZ Alkmaar in recent years. He flew over to attend AZ matches and again established himself as a popular figure amongst both the supporters and the club itself.

"Sadly, Bob became ill which was exacerbated by Covid-19 but, true to form, he remained in good spirits and kept in contact with the office. As Bob's condition deteriorated and he was put on to a ventilator, we were updated on his condition on a daily basis. Several times we were told he had hours to go, yet Bob kept fighting back and showing the virus the determined streak we all knew so well. Or perhaps it was waiting for Villa's form to pick back up again. Eventually, despite his best efforts, there came a point where Bob could fight no longer and he slipped away on 15th February 2021.



"At the request of Stacie, his daughter, we were honoured to have Bob's funeral procession begin at Shepton Mallet as trucks and the depot had played such a large part in his life. We made sure to give him a send off that he deserved. People from the depot, faces past and present, lined the street at specific points two metres apart, and as the procession began we clapped him off and trucks blew their horns in salute.

"It was an emotional moment for all, and I hope that in life Bob knew just how much he meant to so many people – he was truly one of our own. Rest in peace Bob, one of life's genuine characters; you will be missed by many and you will be forever in our hearts.

"Bob leaves behind a daughter, Stacie and three grandchildren, Zara, Faith and Tommy who are all very much in our thoughts at this sad time."



REMINDER

MAKE IT SNAPPY!

We want to remind all you amateur photographers that there's a lovely prize of your work being professionally framed if you win our competition. But you have to be in it to win it!

We're looking for any Gregory Group themed photo. It could be a vehicle, a location, members of staff, an event or anything to do with the Gregory Group and its activities.

If you have an image you wish to submit, send a high resolution jpeg by 1st October 2021 to Competition@gregory.co.uk



The winning entry will be judged by the senior management team and announced at the Annual Management Conference in November. It will also feature in a subsequent Newsbrief and the winning photographer will receive a framed print of the work.

Pictured above is a photograph by Robin Ward, an operator on the CDS contract, who captured the conditions in the Forest of Dean in the big freeze of 2018. Not a Gregory Group theme but it shows the photographic talent there is in the group.